

**PRTC**P.O. Box 360998, San Juan, P.R. 00936-0998  
TELEPHONE OUTAGE REPORT

TEL. (787) 749-5500

FAX (787) 792-9044

TO: F.C.C.

FAX (202) 418-2813

TEL (202) 418-1500

DATE: 4/13/99

TOWN AFFECTED: LEVITTOWN 784

TOTAL CUSTOMER AFFECTED: 32,920

SERVICE AFFECTED: LONG DISTANCE

HOUR

MIN.

DATE OF OUTAGE: 3/30/99

TIME:

14

58

DATE IN SERVICE: 3/30/99

TIME:

16

00

LOST CALLS: 98,760

DURATION:

1

02

## CAUSE OF TROUBLE:

Technician was working with the new SS7 Links of Ponce and Aguadilla. By mistake the technician inserted two circuit packs 9x13 that was not needed instead of two (filler pack) (9 x 19).

EQUIPMENT: LIU7

LOC: 0 and 12

SERVICE RESTORAL STEPS: Technician removed the two circuit packs and links return to service.

FUTURE STEPS TO PREVENT OUTAGE:

COMMENTS:

FINAL REPORT



**April 23, 1999**

**Mr. Dale Hatfield  
O.E.T.  
Federal Communications Commission  
2000 M Street, N. W. Room 480  
Washington, D.C. 20584**

**Re: Final Service Disruption Report**

**Dear Mr. Hatfield:**

**Pursuant to the requirement with FCC order Docket 91-273, Puerto Rico Telephone Company submits a Final Service Disruption Report for a service outage that occurred on MARCH 30, 1999.**

**The attached final report completes our response submitted at that date. This report includes an update of the information previously provided.**

**If you have any question concerning this report, please contact me at (787) 749-2121.**

**Sincerely,**



**Pedro López Tabío  
Director  
Network Operations Center**

**/vc**

**Encl.**

**c: Eng. / Messrs.**

**Joaquín Rivera  
Rodaldenis Rivera  
David Robinson  
Antonio Marrero  
Mario Valentín  
Angel Marciano**

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<p align="center"><b>CAUSE OF TROUBLE:</b></p> <p>Technician was working with the new SS7 Links of Ponce and Aguadilla. By mistake the technician inserted two circuit packs 9x13 that was not needed instead of two (filler pack) (9 x 19).</p>	
EQUIPMENT:	LOC:
<p><b>SERVICE RESTORAL STEPS:</b> Technician removed the two circuit packs and links return to service.</p>	
<p><b>FUTURE STEPS TO PREVENT OUTAGE:</b> NORTEL installation personned will have to perform a verification in all LIM frames, to verify that all circuit pack are properly labeled and remove from the frame all circuit pack that are not in service and substitute the same with a filler circuit pack (9x19).</p>	
<p align="center"><b>COMMENTS:</b></p> <p>Verification was completed in all our DMS switches in the PRTC Network on May 7, 1999.</p>	

<p><b>FINAL REPORT</b></p>
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